

Freedom Court Reporting, Inc

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1 IN THE UNITED STATES DISTRICT COURT
2 FOR THE EASTERN DISTRICT OF TEXAS
3 MARSHALL DIVISION
4 CASE NO. 2:08-cv-422 TJW

5 _____
6 _____
7 PATTY BEALL, MATTHEW
8 MAXWELL, TALINA MCELHANY AND
9 KELLY HAMPTON, individually
10 and on behalf of all other
11 similarly situated;
12 Plaintiffs,
13 vs.
14 TYLER TECHNOLOGIES, INC., AND
15 EDP ENTERPRISES, INC.,
16 Defendants.

17 _____
18 _____

19 DEPOSITION OF TRAVIS VOID

20
21 At Raleigh, North Carolina
22 July 29, 2010
23 2:25 p.m. - 4:30 p.m.
24 Reported by: Rebecca L. Crunk

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1 A. Right.

2 Q. And when you use the term agenda, tell me what that
3 means. Is agenda -- because I think of agenda as
4 meaning possibly, you know, the schedule for the
5 trip, or it could mean here are the topics that I'm
6 going to cover, or I suppose it could mean something
7 else. Those are the two examples that I can think
8 about. What's closer to what you meant when you said
9 agenda?

10 A. It goes over what modules we're going to be training
11 in, and under the module, what programs within the
12 module would we go over.

13 Q. Does it talk about the schedule for those different
14 tasks?

15 A. Yes. It'll have, like, Monday, and they'll set a
16 time for the specific task to be completed, and we
17 try to keep it within that time on the agenda.

18 Q. Who sets the time for the task to be completed?

19 A. Project manager.

20 Q. And then you set the agenda to try to accomplish that
21 task within the deadline set by the project manager.

22 A. Yes.

23 Q. Do you submit the agenda for approval to the project
24 manager?

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1 A. Not all the time. Sometimes they'll just tell us to
2 go with what we have.

3 Q. Do you submit the agenda to the client for approval?

4 A. Yes.

5 Q. And is that something that's done before you get to
6 the customer location?

7 A. Yes.

8 Q. So you would send it directly via email to the client
9 and say something along the lines of, here's the
10 agenda, here's what we're planning. Does this
11 correspond with your needs?

12 A. Not does it correspond to your needs, but they get
13 the right people to be in the right place at the
14 right time to match the agenda and to see if we need
15 to make any changes according to their schedule.

16 Q. So that goes more to the availability of the people
17 who need to be trained.

18 A. Right.

19 Q. And the client, obviously, is going to have more
20 information about that than you would.

21 A. Exactly.

22 Q. I take it the five different types of support or
23 training that you've listed are all of -- you've
24 performed all of these things in your employment.

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1 their previous system. We just need to know how they
2 conducted business.

3 Q. What's an example of how they conducted business with
4 respect to financial software?

5 A. How they handle an invoice that comes in.

6 Q. And when you say how they handle an invoice, you mean
7 where did it get routed, who needed to approve it,
8 those kinds of things?

9 A. Right. Right.

10 Q. And so that has less to do with software and more to
11 do with processes.

12 A. Yes.

13 Q. And how is it that you get that information from the
14 client? Is that -- I'll leave it at that.

15 A. That's more of the setup, so that's how we determine
16 how the system needs to be set up based off of how
17 they used to do business and how we can kind of keep
18 it similar.

19 Q. Right. Keep it similar within the MUNIS software.

20 A. Yes.

21 Q. So that's something -- that's information you gather
22 from the client during this setup training?

23 A. Yes.

24 Q. Do you know the term systems analysis, system

1 analysis?

2 A. Yes.

3 Q. My understanding, I'll tell you my understanding of
4 system analysis is, and you can tell me if it's the
5 same as yours or if I need to change it. It'll be
6 pretty basic.

7 But my understanding of a system analysis is where
8 someone from Tyler is sitting down with the company,
9 the customer, and gathering information from the
10 customer about their processes and how they, for
11 example, handle invoices is the example that you
12 used, and gathering that information from the
13 customer. That's my understanding of a system
14 analysis. Is that close?

15 A. It's close.

16 Q. Okay.

17 A. It's like an as is.

18 Q. Okay. An as is in the sense that you're learning
19 what the customer's legacy system is.

20 A. Their processes within the legacy system.

21 Q. Got it. Got it. And my question is: I take it from
22 your testimony that's work that you, as an
23 implementation consultant, performed as part of your
24 job.

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1 A. Yes.

2 MS. BAGLEY: Object to the form.

3 BY MR. McKEEBY:

4 Q. And so you, as an implementation consultant,
5 performed systems analysis?

6 A. Yes.

7 MS. BAGLEY: Form.

8 BY MR. McKEEBY:

9 Q. Okay. So during this training regarding setting up
10 the system, you're both training the customer as to
11 Tyler system and gathering information about their
12 processes.

13 A. Yes.

14 Q. When you're doing training regarding setting up the
15 system, do you record that exchange of information in
16 any type of report?

17 A. Yes.

18 Q. Is that a trip report?

19 A. It can be, but usually it's on an agenda.

20 Q. And what do you do with the agenda?

21 A. Submit it to the project manager.

22 Q. Is the project manager typically with you when you're
23 doing the setup training?

24 A. No.

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1 Q. What if the customer's preference with respect to a
2 typical or a particular process such as handling
3 invoices is not something that can be replicated in
4 Tyler's software, is that something that you would
5 record in the agenda?

6 A. Yes. And the project manager can decide what can be
7 done.

8 Q. Has that ever happened?

9 A. Yes.

10 Q. So when that happens, do you ever -- are you ever in
11 a position to tell the customer, well, Tyler's
12 software doesn't allow you to do it that way, but
13 here are some different ways the Tyler software does
14 allow you to do it?

15 A. We give them the options within Tyler within the
16 software, and if they can't -- if they are not
17 willing to go within those options, they can request
18 a modification.

19 Q. And that would be done through something you would
20 communicate to the project manager.

21 A. Yes.

22 Q. And a modification might involve some enhancement to
23 the software that could require more money.

24 A. Right.

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1 NORTH CAROLINA

2 WAKE COUNTY

3 C E R T I F I C A T E

4 I, Rebecca L. Crunk, Court Reporter and Notary
5 Public, the officer before whom the foregoing proceeding
6 was conducted, do hereby certify that the witness(es)
7 whose testimony appears in the foregoing proceeding were
8 duly sworn by me; that the testimony of said witness(es)
9 were taken by me to the best of my ability and thereafter
10 transcribed under my supervision; and that the foregoing
11 pages, inclusive, constitute a true and accurate
12 transcription of the testimony of the witness(es).

13 I do further certify that I am neither counsel
14 for, related to, nor employed by any of the parties to
15 this action in which this proceeding was conducted, and
16 further, that I am not a relative or employee of any
17 attorney or counsel employed by the parties thereof, nor
18 financially or otherwise interested in the outcome of
19 the action.

20 IN WITNESS WHEREOF, I have hereunto subscribed
21 me this 12th day of August, 2010.

22

23

24

Rebecca L. Crunk

Notary Public 200833900206

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